

FIG.1

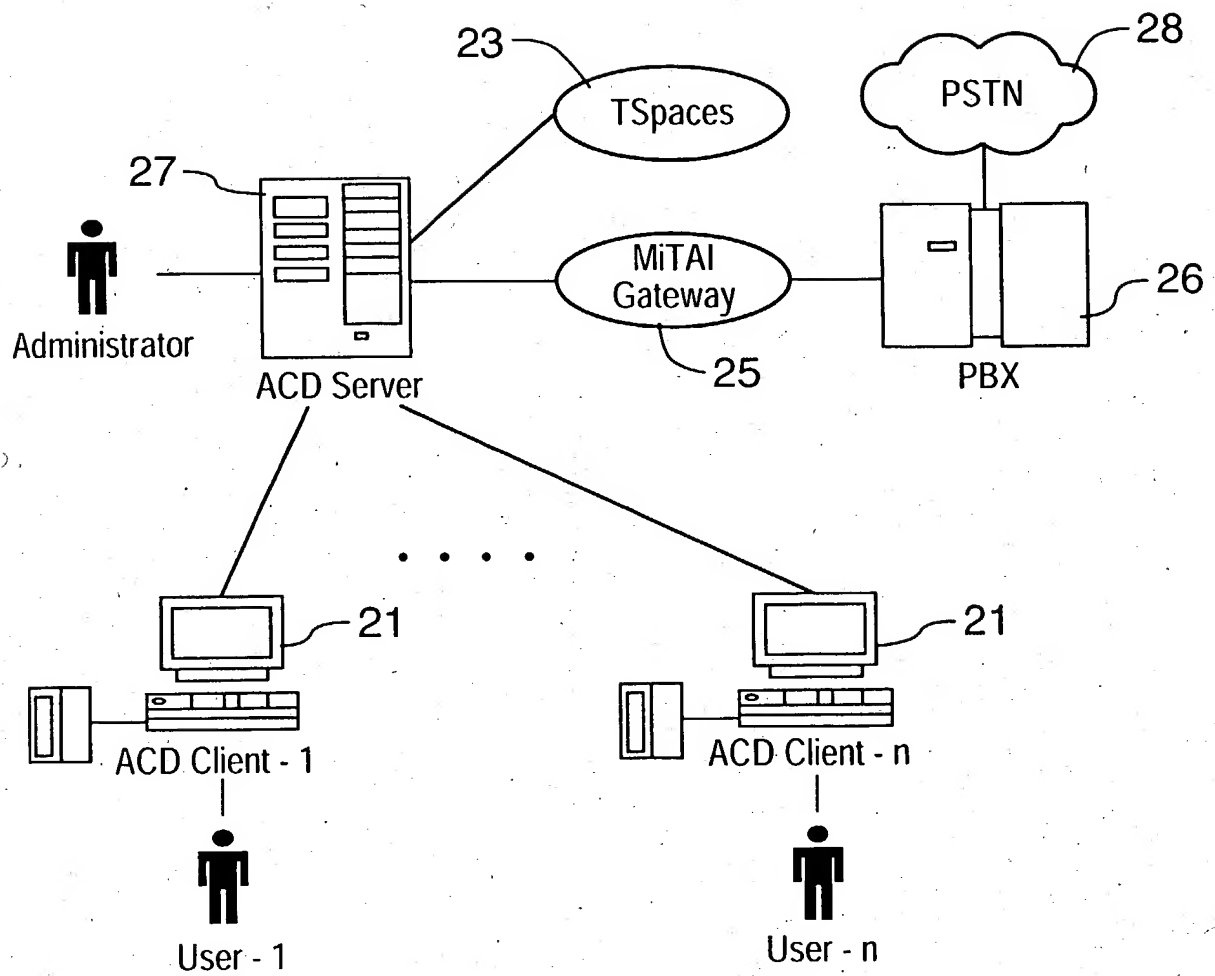


FIG.2

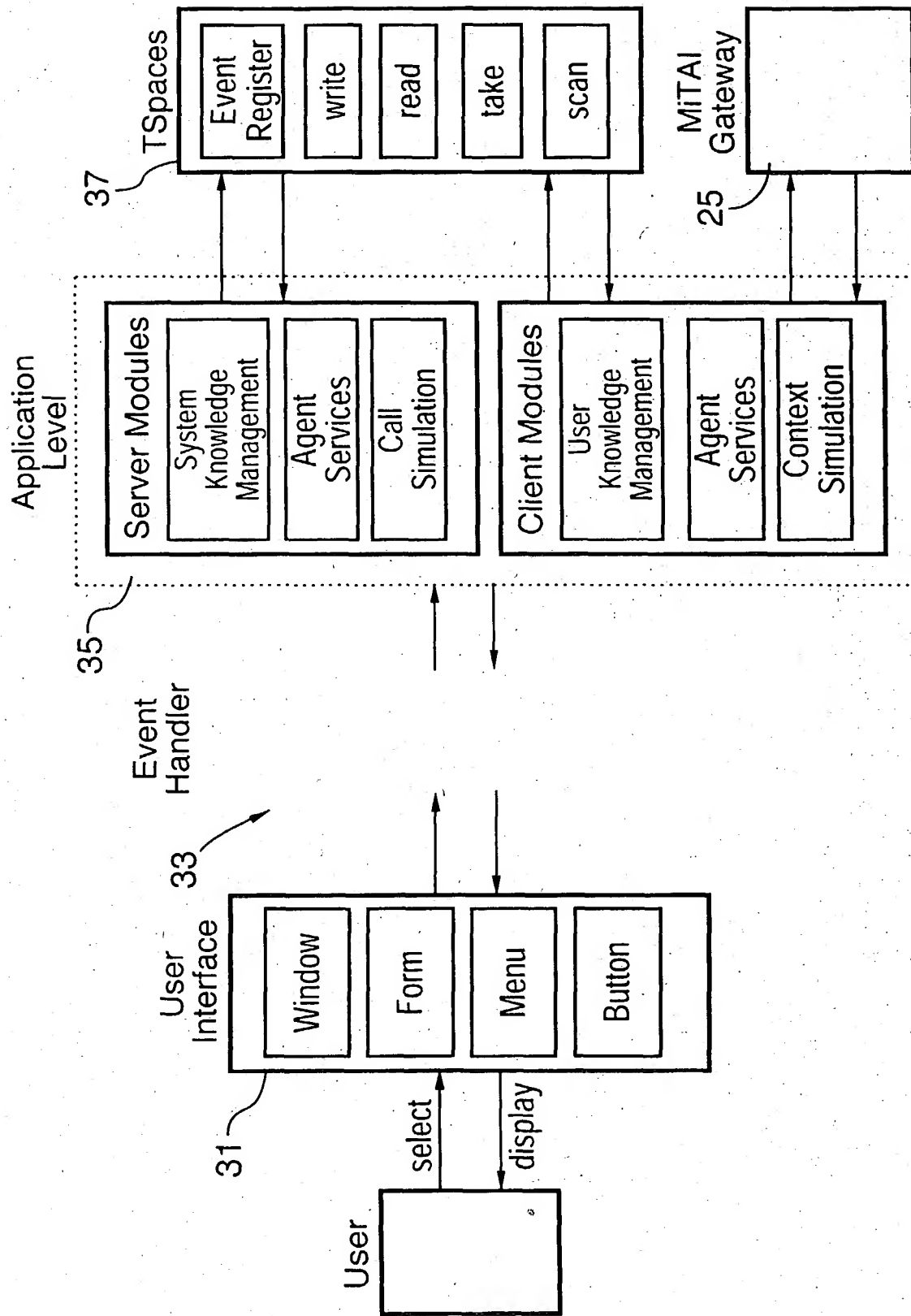


FIG.3

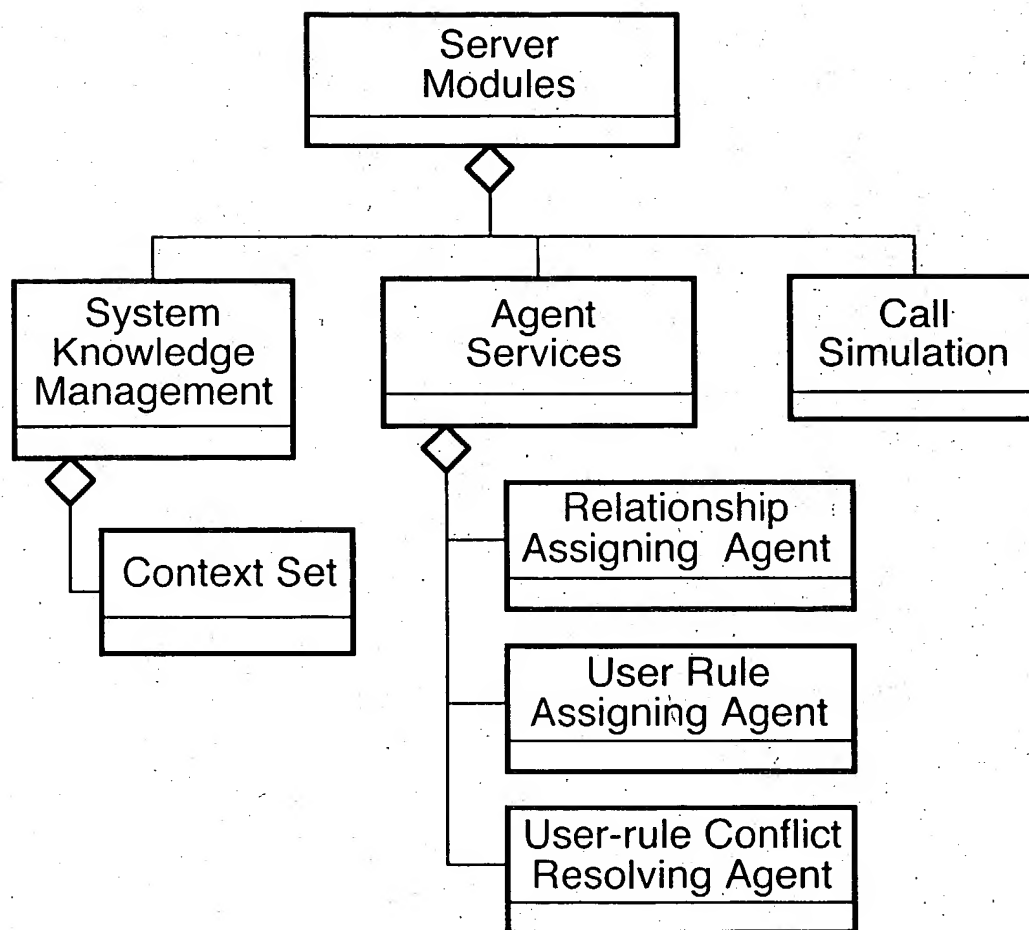


FIG.4

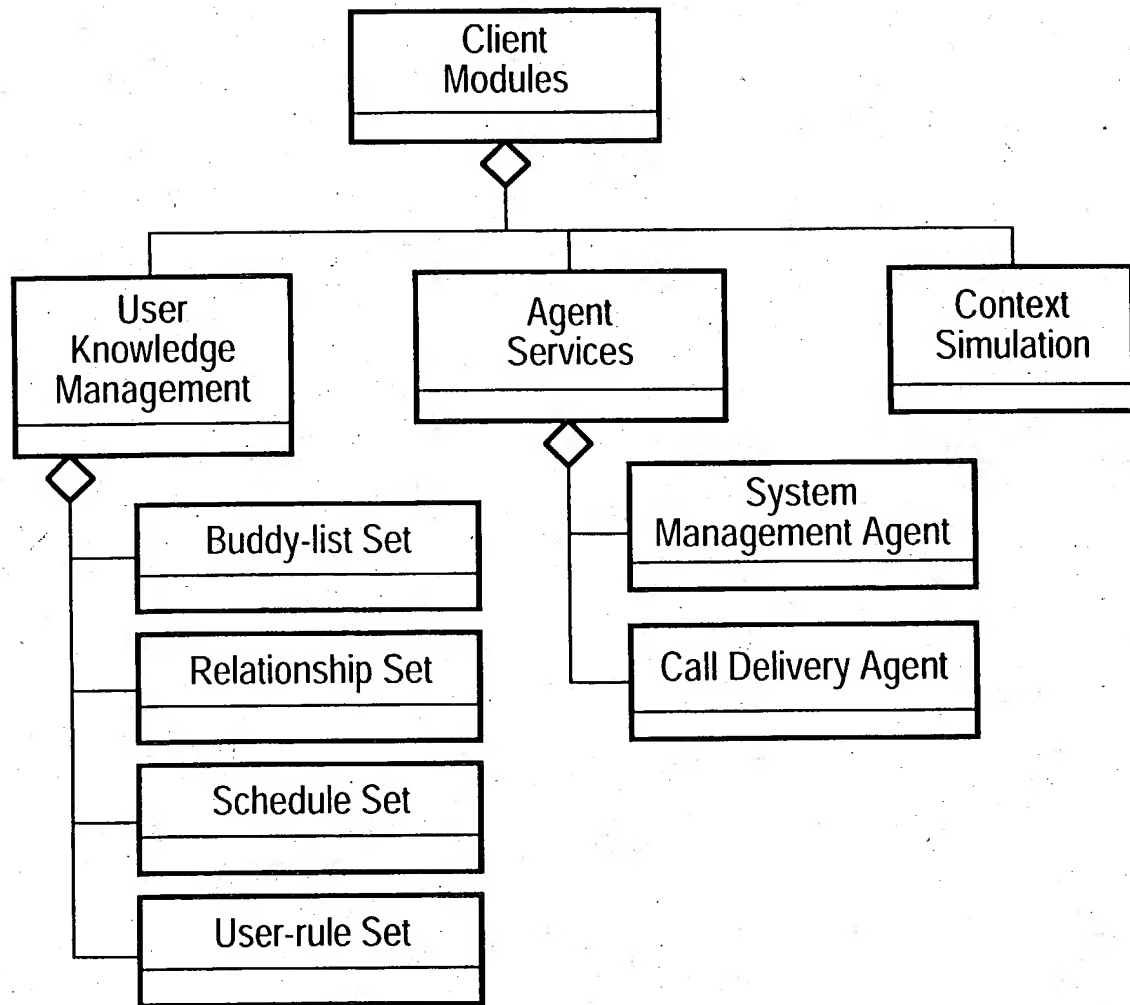


FIG.5

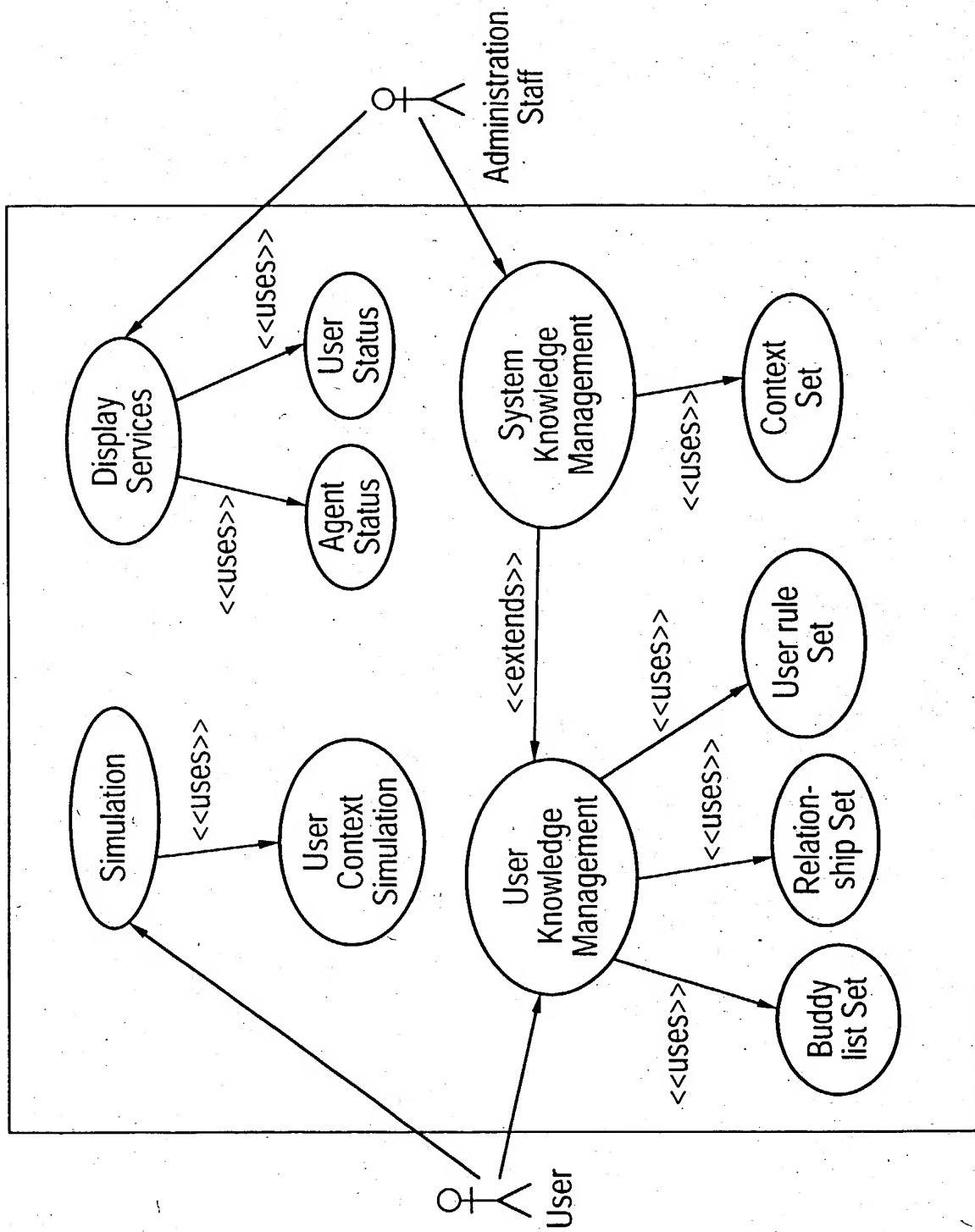


FIG.6

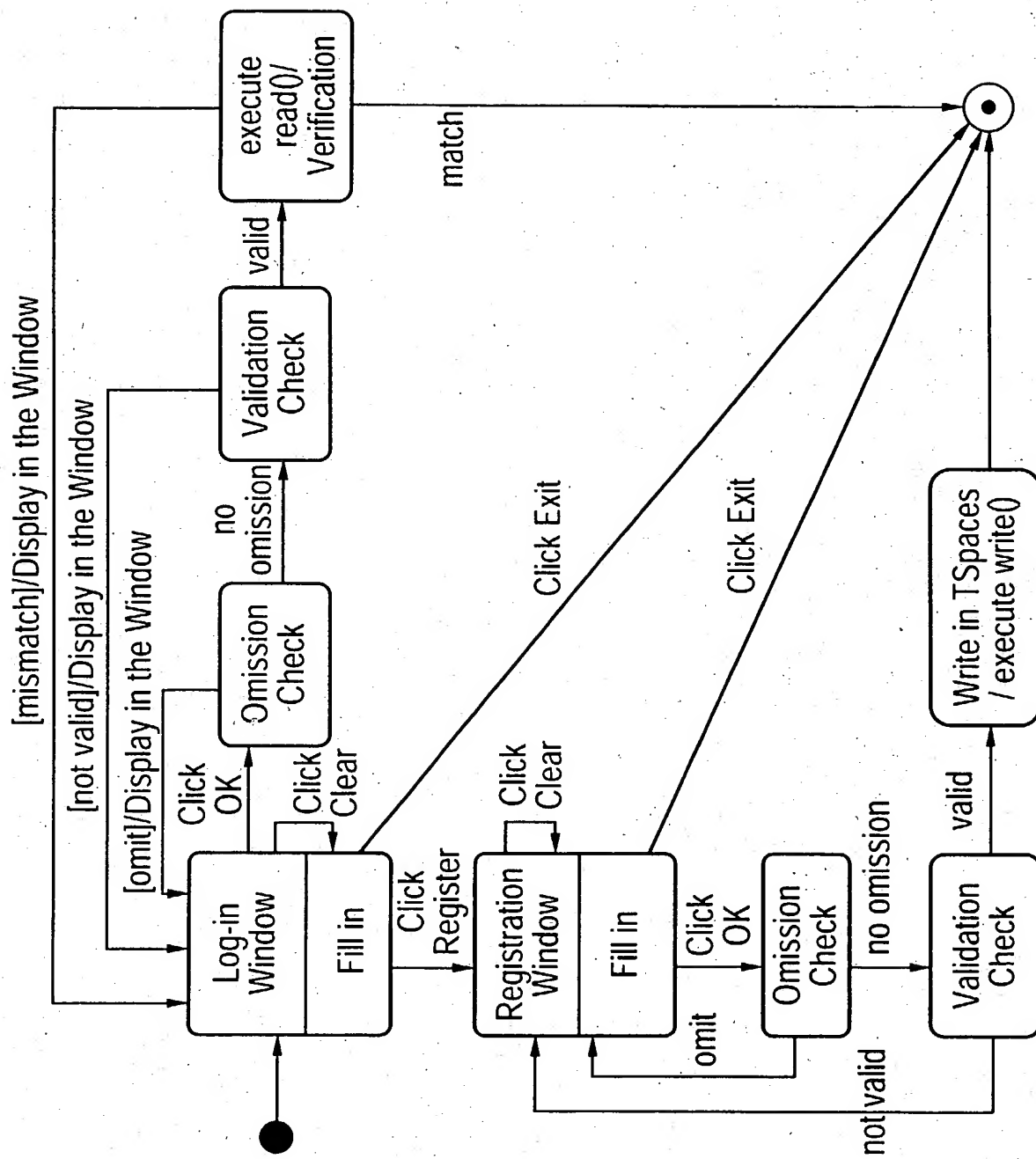


FIG.7

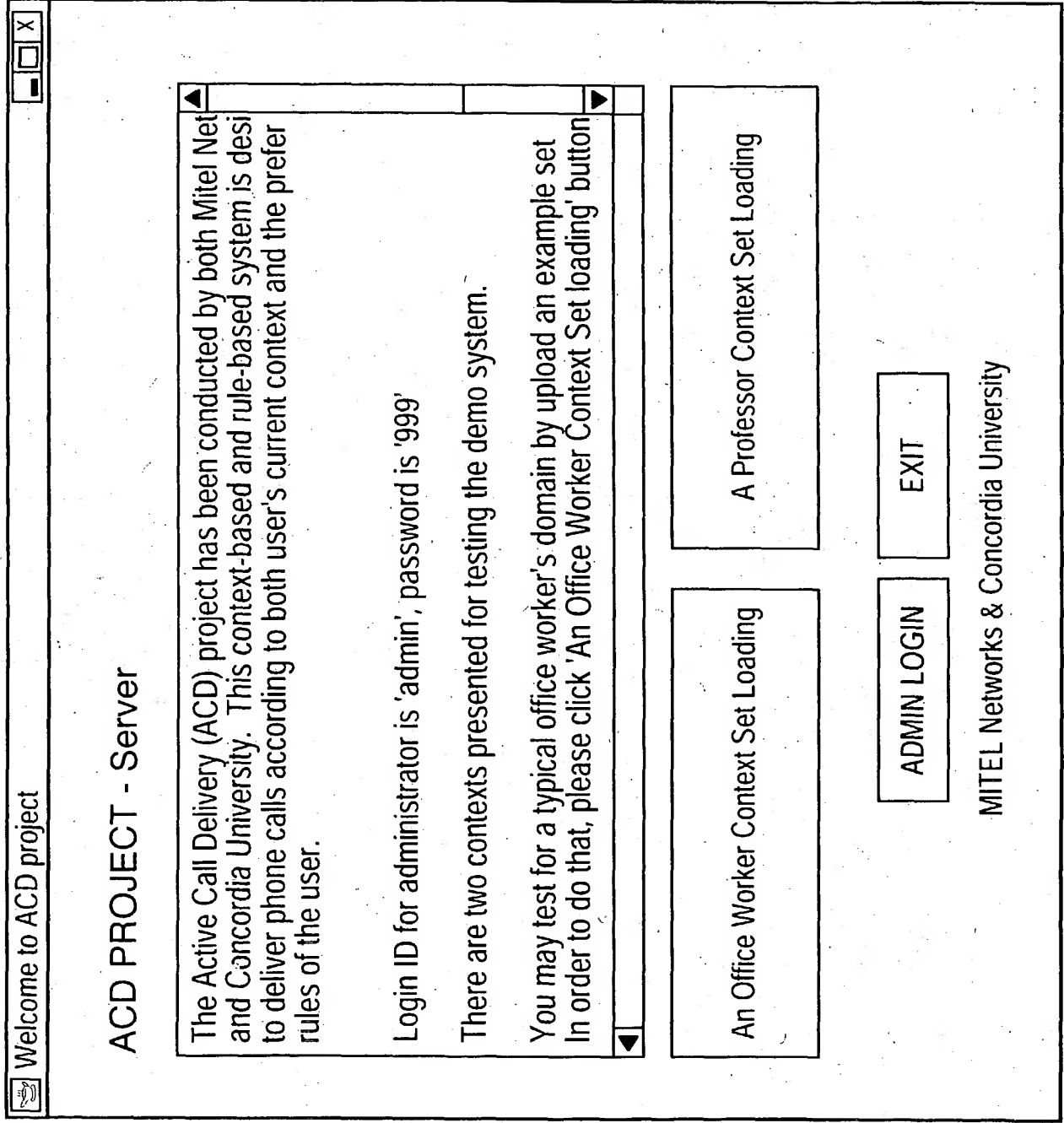


FIG.8



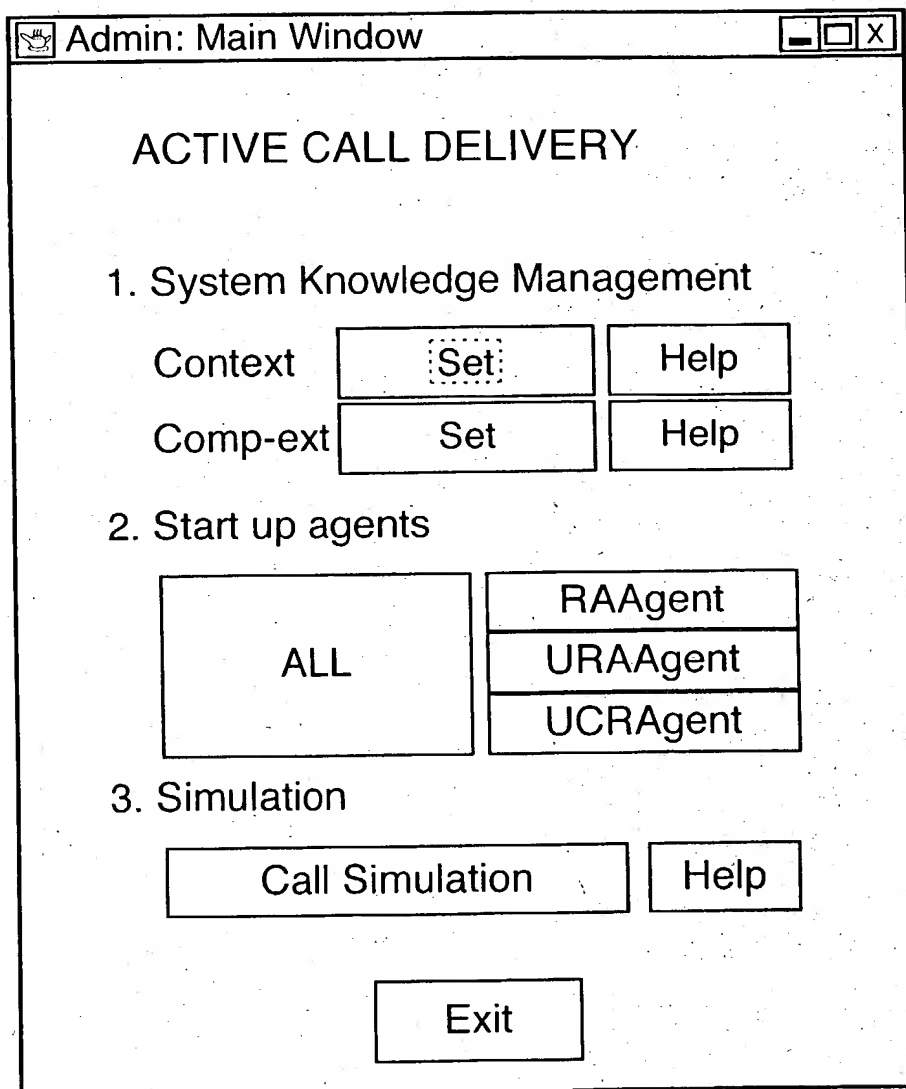
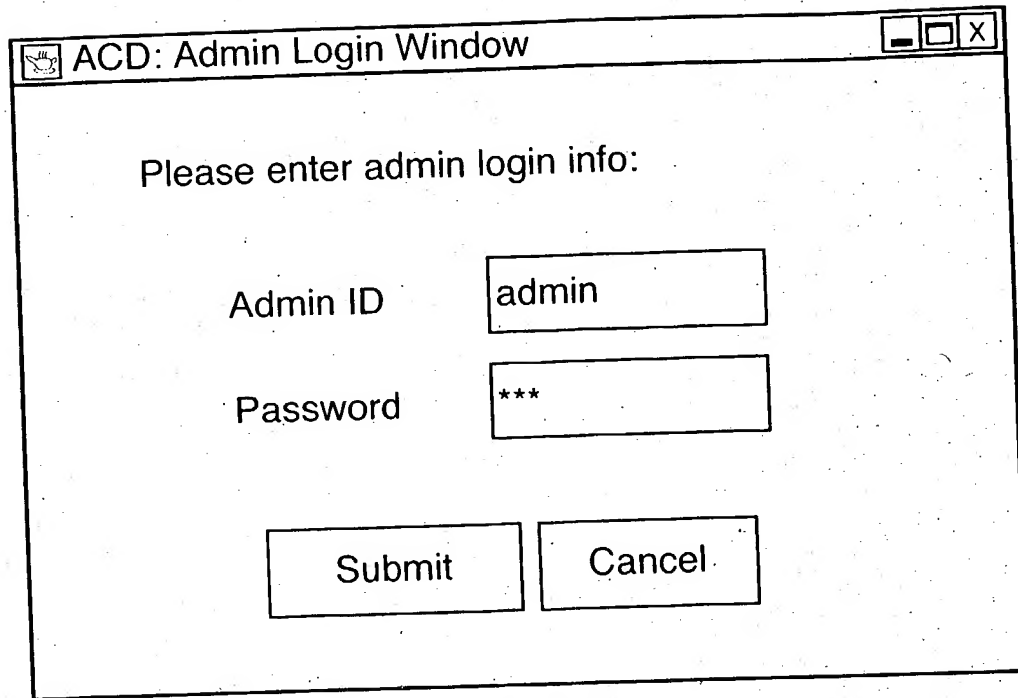


FIG.9



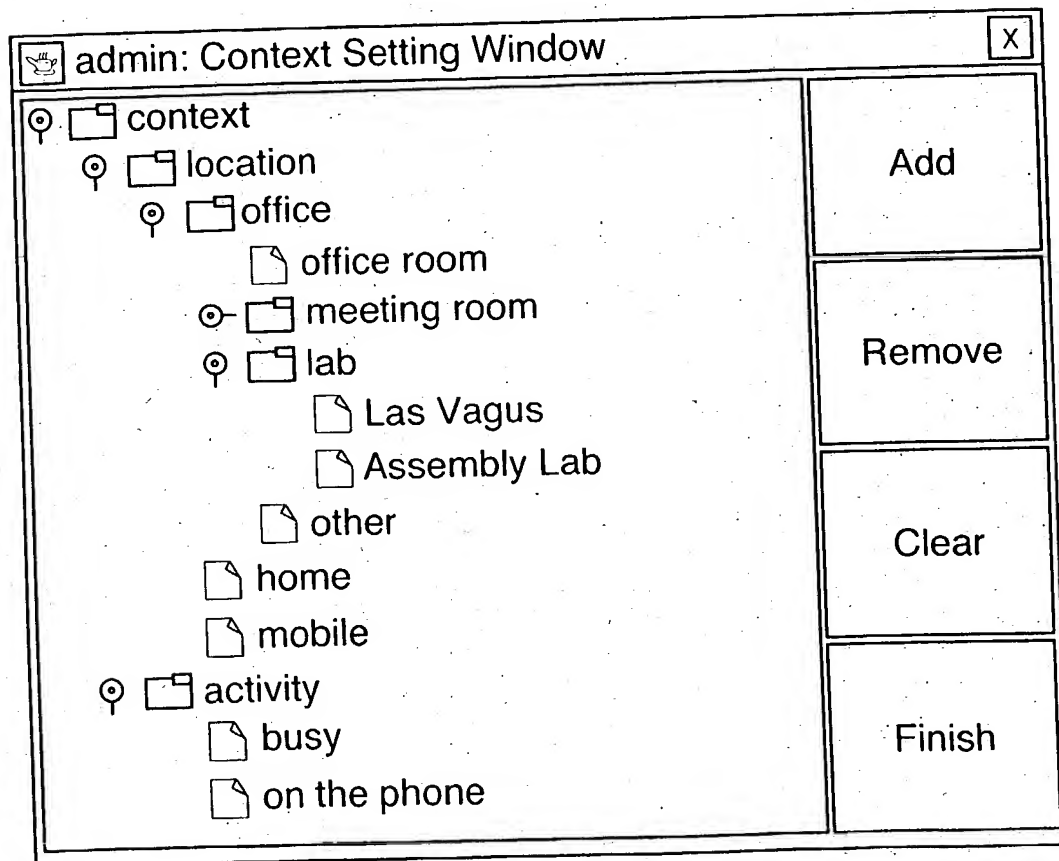
ACD: Admin Login Window

Please enter admin login info:

Admin ID

Password

FIG.10



admin: Context Setting Window

- context
  - location
    - office
      - office room
      - meeting room
      - lab
        - Las Vegas
        - Assembly Lab
      - other
    - home
    - mobile
  - activity
    - busy
    - on the phone

FIG.11

ComputerName-Extension Setting Window

Computer Name	Extension
Luna	4002
Earth	4012
Mars	4022
Titan	4011
Galaxy	4023

Add

Remove

Clear

Finish

FIG.12

RAAgent: Relationship Assigning Agent

RAAgent is now ready...

Relationship-assignment is requested for [choi] from SMAgent  
 \*Caller phone#: 4021  
 Relationship [boss] is assigned between user: choi and the call from:4021  
 Call is sent back to SMAgent...

Start

Stop

Clear

Finish

FIG.13

URAAgent: User-Rule Assigning Agent

URAAgent is now ready...

User-rule-assignment is requested for [choi] from SMAgent  
 \*Caller phone #: 4021  
 user rule [work office rule] is assigned.  
 user rule [ Thomas Ragan-busy rule] is assigned.  
 user rule [worker-office-busy rule] is assigned.  
 Call is sent back to SMAgent...

Start

Stop

Clear

Finish

FIG.14

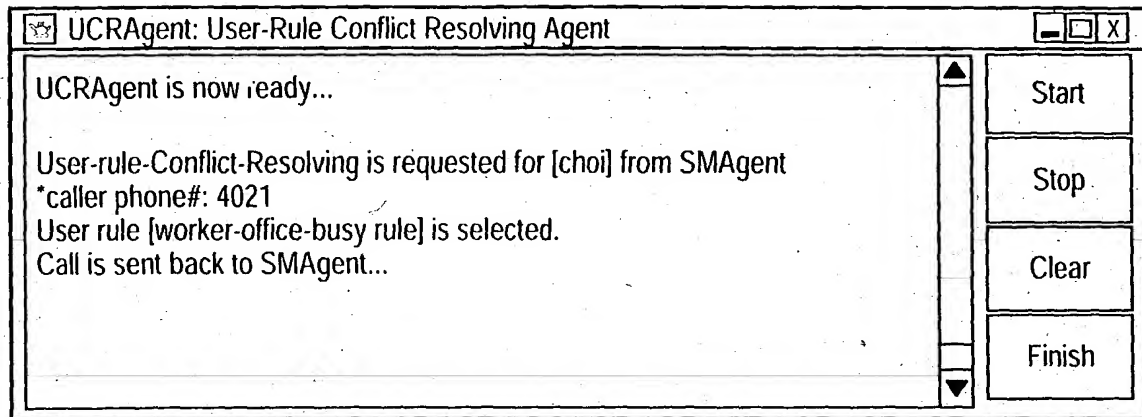


FIG.15

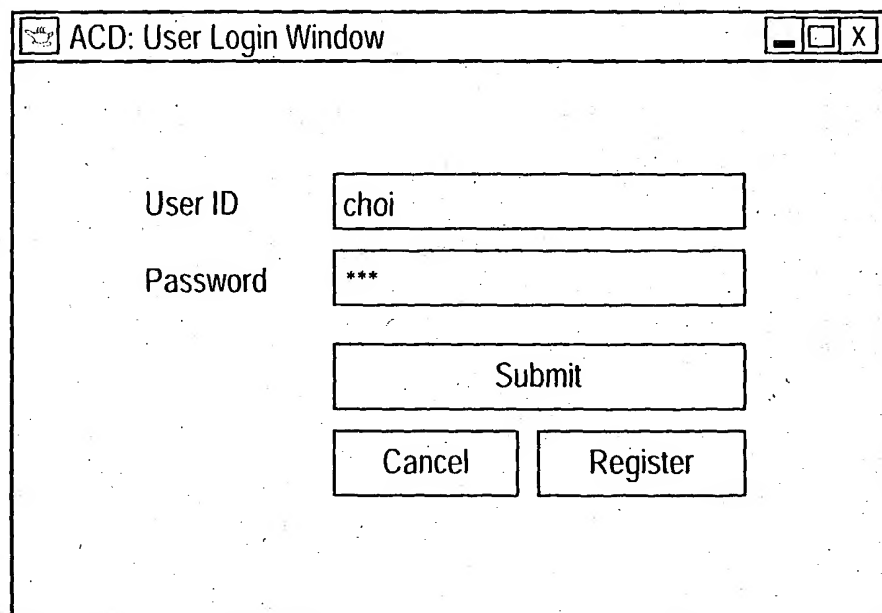


FIG.16

ACD: Registration

User ID

Password

First Name

Last Name

Phone Numbers

Office (main)

Home

Cell

Secretary

FIG.17

choi: Main Window

## ACTIVE CALL DELIVERY (Client)

1. User Information

Name: YONG CHOI  
Office phone: 4002

2. Knowledge Management

Relationship	Set	Help
Buddy List	Set	Help
Schedule	Set	Help
User Rule	Set	Help

3. Simulation

Context Simulation	Help
--------------------	------

Exit

FIG.18

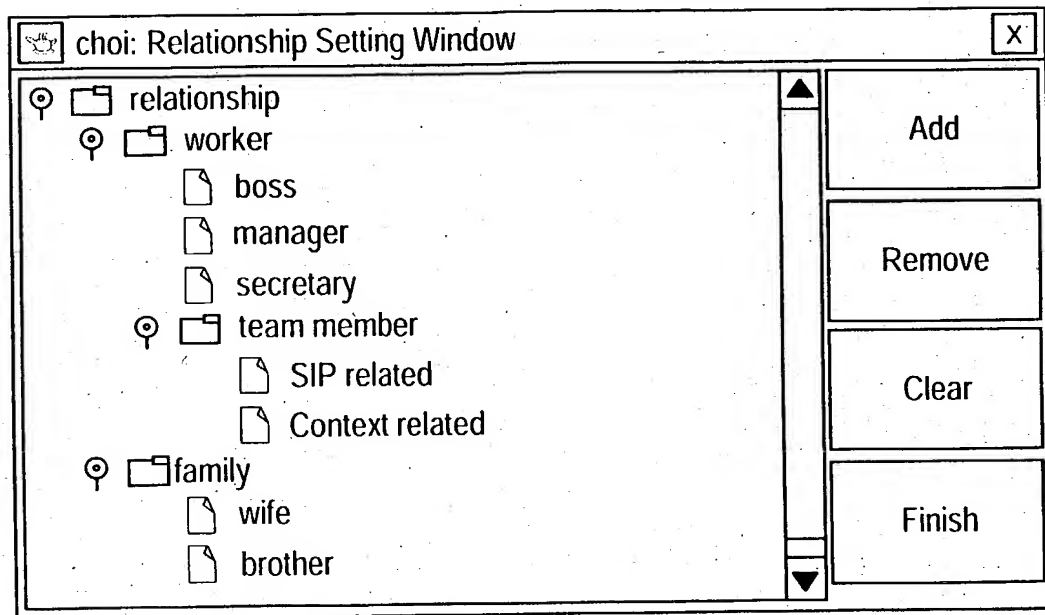


FIG.19

choi: Buddy-list Setting Window				X
First Name	Last Name	Phone #	Relationship	<div>Add</div> <div>Remove</div> <div>Clear</div> <div>Finish</div>
Thomas	Ragan	4021	boss	
Micheal	Graham	4440	family	
Mindy	baker	4441	friend	
Katherine	Simpson	4442	manager	
Toby	Maker	4443	friend	
Chris	Turker	4444	family	
Molly	Thompson	4445	SIP related	
Diana	Rose	4001	secretary	
Ismael	Jason	4022	team member	

FIG.20

choi: Schedule Setting Window

YONG CHOI's Schedule

My LUNCH TIME is from 12 PM to 1 PM

My MEETING TIME is from 10 AM to 11 AM

Finish Cancel

FIG.21



❏

choi: User rule Setting Window

✕

Seq#	User-rule Name	
0	Worker-office rule	▲
1	Thomas Ragan-busy rule	
2	worker-meeting time rule	
3	wife-busy rule	
4	Ismael Jason-meeting time-meeting room rule	
5	worker-office-busy rule	
6	teammember-other-onthephone-lunchtime rule	▼

Add

Refresh

Remove

Clear

Finish

Description for the rule

[CONDITION]  
If a call comes from worker  
When I'm in the office  
When I'm busy

[ACTION]  
Forward it to voice mailbox

FIG.22

choi: User-rule Setting - (1 of 4) X

1. Select Context Condition

1) If I'm in

- any location
  - office
    - office room
    - meeting room
      - 603-1
      - 201-2
      - 032-1

2) If I do

- any activity
  - busy
  - on the phone

3) If a call when

any time

Next->

context condition-> caller condition-> action-> confirm

FIG.23



choi: User-rule Setting - (3 of 4) X

### 3. Select An Action

- ☐ Put through the call
- ☒ Forward to secretary
- ☐ Forward it to voice mailbox
- ☐ Forward it to where I am
- ☐ Notify me on the screen
- ☐ Ask the caller what to do

Next->

context condition-> caller condition-> action-> confirm

FIG.25

choi: User-rule Setting - (4 of 4) [X]

### 4. Confirmation

Description for the rule

[CONDITION]  
If a call comes from Mindy Baker  
When I'm In office room  
When I'm busy

Rule Name: Mindy Baker-office room-busy

context condition-> caller condition-> action-> confirm

FIG.26

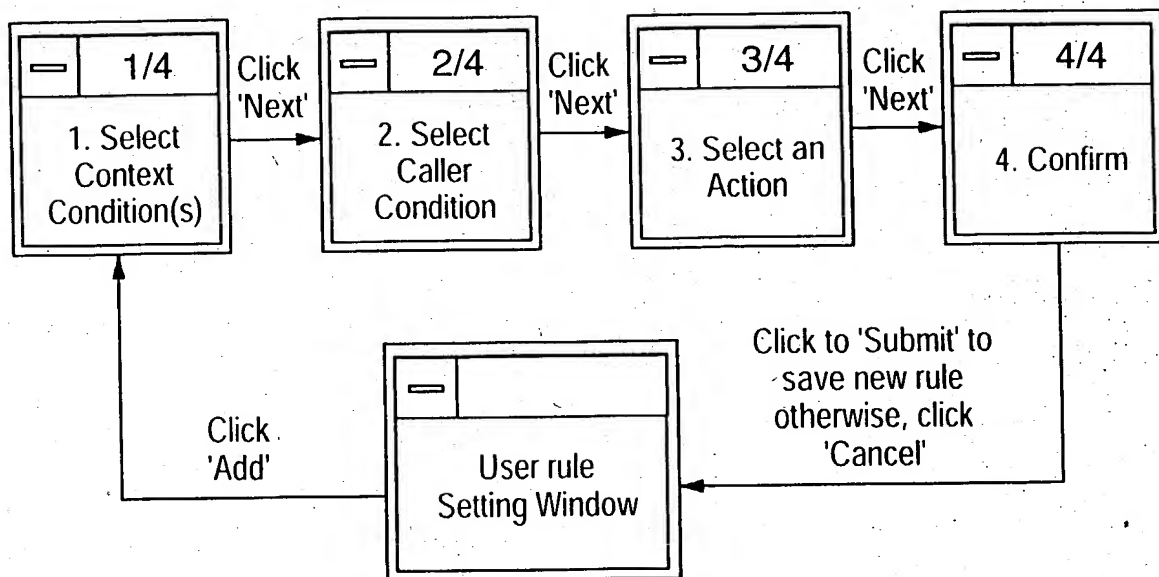


FIG.27

choi: Context Simulation Window

## CONTEXT SIMULATION

Select Your Current Context

1) I'm in

- any location
  - office
    - office room
  - meeting room
    - 603-1
    - 201-2
    - 032-1

2) I do

- any activity
  - busy
  - on the phone

3) Current time is   10:30:52

Apply Close

FIG.28

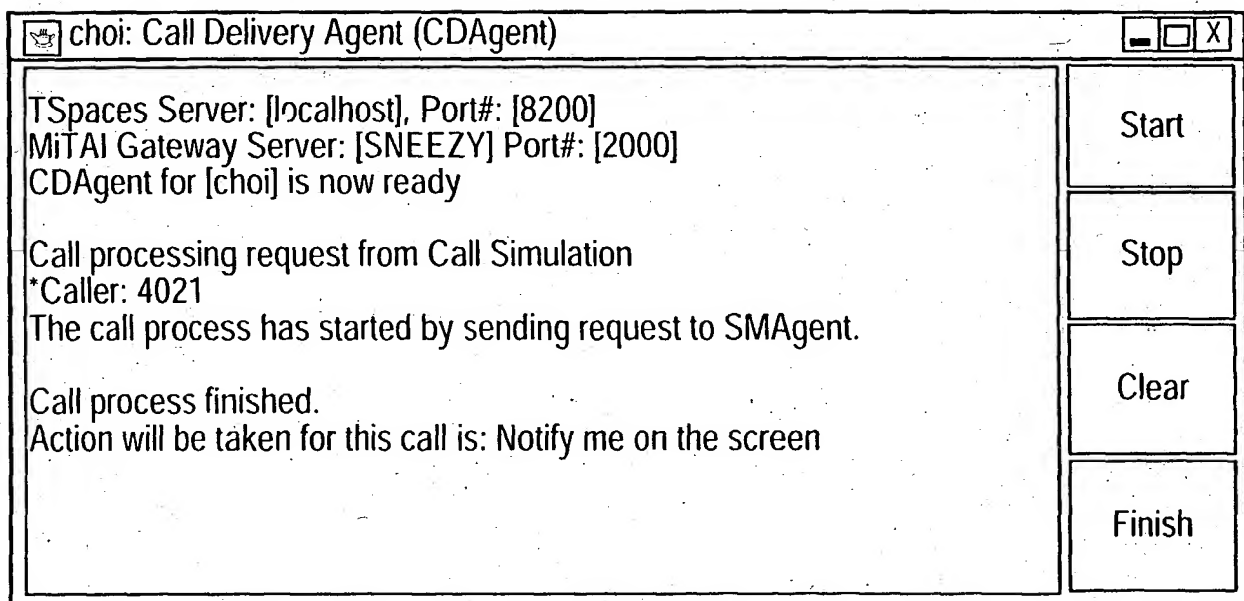


FIG.29



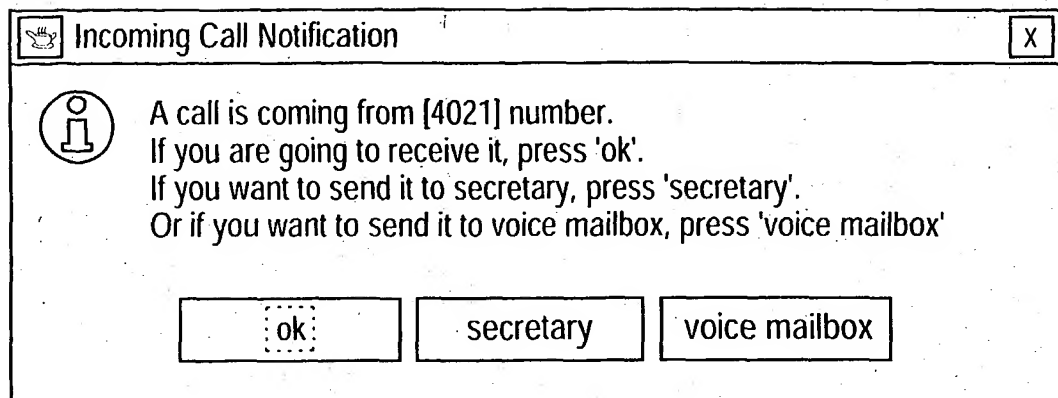


FIG.30

